

Omnixx Version Update

As many may have already heard, the Omnixx Desktop client that provides your forms and message viewing capabilities will be upgraded in early April 2005 to Version 2, Release 4, or V2R4 for short. The Indiana State Police Systems and Programming Section has been vigorously testing this version to ensure the smoothest implementation possible; but that does not mean there are no possibilities for problems to arise. However, with your help the whole project should be a grand success!

Obtaining an Installation CD

The most important aspect of this install, as differing from the initial install and the last upgrade, is that V2R4 will install from a CD, or compact disc. The IDACS Trainers will shortly be distributing CDs at IDACS Area Meetings. You need to be sure to attend the meeting to get a copy of the CD for your agency. If you cannot make the meeting, please send a letter to the IDACS Section requesting one by mail. However, there is no guarantee that you will receive it in time for the conversion, so making it to your area meeting will be best.

Schedule of Distribution Meetings

This install CD will be available at the locations dates and times listed below. Failure to obtain a CD will result in your agency of not being able to launch Omnixx.

SP Peru Monday March 21 2005 9 AM to 1 PM

SP Pendleton Wednesday March 23 2005 9 AM to 12 PM

SP Bremen and SP Lafayette Monday March 28 2005 9 AM to 1430 PM

Shf Green Co, IDACS Area III Meeting, April 1, 2005. 11AM

SP Versailles, IDACS Area IV Meeting, April 4, 2005. 1030AM

INDOT Office Seymour, small conference room, 10 AM to 1 PM.

Installing the CD

Once you get the CD, keep it in a safe place until someone from the IDACS Section contacts you the week of the install. There is a "ReadMe.txt" file on the CD that your desktop technician **MUST** read as soon as possible. The file contains key items, such as a change in Network Address for Omnixx 2.4, and others, that may have to be attended to by your network/firewall technician, ahead of any installation and usage. Make sure you browse and locate the file on the CD, print it and complete any necessary pre-work steps. ***But, DO NOT PERFORM THE INSTALLATION UNTIL YOU ARE EXPLICITLY TOLD TO DO SO.*** The CD modifies critical components of your Omnixx Desktop client, and installing it early may cause you to lose service. The IDACS Section will conduct the install over about a two-week period, and you will be notified a few days in advance when your turn will be. On the day and time you are scheduled to install the new version, someone from IDACS will call you and walk you through the process. ***Please have a competent computer technician available when the IDACS Section calls to walk you through the install.***

Post-Op Instructions (After the Install)

As previously mentioned, we expect the install to go rather smoothly. However, should you encounter problems, here are a few things you can do ***before you call Data Operations*** to speed the resolution of your situation:

- Determine if the problem affects all V2R4 stations or is isolated to only one station. Attempt to recreate the problem on another V2R4 workstation. Print any relevant screens for possible faxing later.
- Document ***in detail*** the steps or actions you took leading up to the problem. What form were you using? What user id did you use? What other windows or forms were open, even if they are not related to Omnixx? Did you do anything after the problem occurred, or did you stop when the error appeared?
- Document ***in detail*** what messages you received that alerted you to the problem. Did a “pop-up” box appear while you were typing in the form, or when you pressed “Transmit”; or did you discover the error in a message in the Message Window? What was the specific text of the error message, word for word? Was there an MRI number associated with the error?

These are just some of the pieces of information to gather before you contact the DOC that will aid us in determining how best to diagnose your specific problem. Keep in mind also that you are only one of several hundred operators that may be experiencing the same or a similar problem, and all of you are trying to get the attention of a small handful of people to look at your problem. Please be patient, and please be brief when you describe your problem. If it is a widespread problem, realize that we may not be able to contact you specifically, but we will attempt to send out an “all stations” message when the problem is resolved. Also, please do not contact DOC repeatedly to find out if the problem has been resolved. Once you report the initial problem, trust that we will either contact you directly, if the problem is limited to your device or agency, or we will send out a broad message if the problem transcends a single agency.

Working together, we can make this effort, and the system as a whole, a great success!